Redesigning the post-COVID hospital experience



Project Title	Redesigning the post-COVID hospital experience
	Use human-centered design to help reimagine the experience of coming to the hospital post-COVID so that Veterans and loved ones feel safe when they visit.
Country	United States

Project Description

Since the onset of COVID-19, many are fearful of interacting with the healthcare system. As hospitals reopen and seek a path forward during pandemic recovery, clinical best practices are changing the experience of care. While precautions are being taken to ensure that patients' medical safety needs are fully addressed, healthcare providers must also work to ensure that patients and their loved ones feel safe when they visit a hospital.

The San Francisco VA Health Care System provides complex care to Veterans throughout northern California. SFVAHCS' Office of Strategic Planning is looking for creative, innovative students to use human-centered design principles to reimagine the Veteran experience of visiting the hospital, given new COVID-related safety precautions. Students will work with an interdisciplinary team of clinicians and administrators to design processes and communication techniques that help Veterans and their loved ones feel welcome and safe when seeking care.

Required Skills or Interests

Skill(s)
Data visualization
Design thinking
Graphic design
Infographic design
Research
Storytelling/blogging/vlogging
Survey / polling design

Additional Information

Graduate-level students preferred

Language Requirements

None